



Insured by Humana Wisconsin Health
Organization Insurance Corporation

HUMANA-EASTERN REGION PREMIER PROVIDER NETWORK

Two Riverwood Place – Suite 300

N 19 W24133 Riverwood Place

Waukesha, WI 53188

800-4HUMANA (800-448-6262)

***For questions during Dual Choice enrollment, please call the Open Enrollment Hotline toll free @ 1-888-393-6765 between 7 AM and 7 PM. TDD services available 1-800-526-0844.**

Type of Plan Health Maintenance Organization (For Profit)
Total Number of Members 22,747
Years of Operating Experience 16 years
Total Number of Primary Care Physicians (PCPs)..... 1167
Percentage of PCPs Accepting New Patients..... 85%
Percentage of Board Certified Specialty Care Physicians 84%
Number of Urgent Care Facilities 21
Number of Dentists Provider of your choice
Percentage of Dentists Accepting New Patients Not applicable

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	Please refer to the Humana Member Handbook inside the Provider Directory for information. Most specialist do not require referrals. Referrals are required for: members of the St. Joseph IPA, outpatient therapy services, and any out of the plan provider.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Benefit (EOMB). You or your provider should then submit the itemized bill and the EOMB to the plan for processing as the secondary carrier.
Prescription Drug Policy	The Prescription Drug benefit is administered through Humana's Drug formulary, which includes over 850 drugs. A physician may request authorization in writing to cover a non-formulary drug; authorization may be granted based on documented medical necessity. Request a 2003 Provider Directory for more information.
Dispensing Policy	Prescriptions are dispensed in a maximum 30-day supply, with the exception of oral contraceptives, which are dispensed at one copay per cycle. Authorization for multiple refills at one time for travel purposes may be obtained by the pharmacy containing Humana's Pharmacy Department.
Mail Order	Humana continues to offer a mail order prescription drug plan. Please refer to either the Humana Member Handbook inside your Provider Directory, visit the Humana website at www.humana.com or call Customer Service at 1-800-4Humana (800-448-6262).
Disposable Diabetic Supplies Procedure/Durable Medical Equipment	Most disposable supplies are available from a Plan pharmacy. See Member Handbook for details. Durable medical equipment (DME) supplies (including insulin pumps) should be obtained from a Plan DME provider. You will pay your 20% copay when you pick up the DME supplies. See the Provider Directory for a listing.
Outpatient Mental Health Network/Policy	Simply call, toll-free, our 24 hour, 7 day a week access line (1-877-948-6262) for triage and authorization for Plan providers. No referral is necessary.
24-Hour Nurse Line	A 24-hour, 7 day a week medical information line, HumanaFirst, is available for Humana members.

ADDITIONAL INFORMATION

PCP Restrictions	You, and each family member, can select any primary care physician from our Network.
Dental Benefits If Provided	100% preventative care; 50% basic care; 50% orthodontic coverage up to an individual ortho lifetime maximum benefit of \$1200. Orthodontic coverage limited to each covered dependent child under age 18. Select your own dentist. However, charges are subject to usual and customary limitations for services provided by a non-contracted provider. See the Provider Directory for a listing of contracted providers or visit the website: www.humandental.com .
Quality Improvement Initiatives	<ul style="list-style-type: none"> Referral rules will again be simplified to permit easier access to specialty care. 2002 HEDIS results exceeded last year's national average (most recent figures available) 88% of the time. A number of initiatives are being pursued to exceed this average in 2003. Starting this year, Humana makes personal reminder calls to members regarding mammograms and pap smears to help increase mammography and cervical cancer screenings. Reminder cards also go out to promote timely screenings and immunizations. Humana has enhanced its website, now providing timely information through a member-specific custom web page, <i>MyHumana</i>. Humana.com also provides ready access to health-education resources, such as on-line health assessment programs.

Counties in Service Area	Hospitals in County*	Major Providers in County*
Dodge	Waupun Memorial	Refer to Provider Directory
Fond du Lac	St. Agnes Hospital	Refer to Provider Directory
Jefferson	Fort Atkinson Memorial	Refer to Provider Directory
Kenosha	Kenosha Hospital & Medical Center	Refer to Provider Directory
	St. Catherine's Hospital	
Manitowoc	Holy Family Memorial Medical Center	Refer to Provider Directory
Milwaukee	Children's, Columbia, Froedtert, St. Francis, St. Joseph, St. Mary's, St. Michael, St. Joe's Bluemound	Refer to Provider Directory
Ozaukee	St. Mary's Hospital – Ozaukee	Refer to Provider Directory
Racine	St. Luke's Hospital St. Mary's Medical Center	All Saints Medical Group
Rock	Beloit Memorial	Refer to Provider Directory
Sheboygan	St. Nicholas Hospital	Physicians' Health Network at Sheboygan
Washington	St. Joseph Community Hospital	West Bend Clinic
Waukesha	Community Memorial, Elmbrook Memorial, Waukesha Memorial, Memorial Hospital – Oconomowoc	Medical Associates Health Centers, Waukesha/Elmbrook Health Care Refer to Provider Directory

Humana on the Web: Use the secure Member Self-Service Center to get the information you want, when you want it: New ID Cards, claim information, pharmacy information including a drug library, RX history, and mail order.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.